



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

July 25, 2016

ADDENDUM No. 5 TO VENDORS:

Reference Request for Proposal: RFP 2016-06, Pharmacy Benefit Management Solution

Dated: June 15, 2016

Proposal Due Date: August 5, 2016

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFP. Please incorporate as necessary.

1. FMS RFP Appendix J.14 –Deletion of requirement PBMS-TECH-WEB-035

Delete the following requirement: PBMS-TECH-WEB-035

Removed Requirement:

PBMS-TECH-WEB-035	The Contractor shall ensure the website provides auto call back technology. Auto call back shall be triggered based on the average wait time, the number of people in the queue, the current service level, or the current abandon rate to reduce the number of repeat callers, and provide greater customer satisfaction (site specific).
-------------------	--

Renumbered Requirements:

PBMS-TECH-WEB-035	The Contractor shall ensure the website provides the ability for users to save data in heavily used forms as user specific templates for future submission (site specific).
PBMS-TECH-WEB-036	The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific).
PBMS-TECH-WEB-037	The Contractor shall ensure the website provides links for context sensitive referenced materials, e.g. materials from manuals, price lists, referenced materials (site specific).

The Requirements Traceability Matrix (RTM) in the DMAS procurement library reflects these revisions.

See Attachment 1 (below) for additional questions posed by Offerors and the Department of Medical Assistance Services (DMAS) responses.

A signed acknowledgment of this addendum must be received by this office, either prior to the proposal due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher Banaszak". The signature is fluid and cursive, with the first name "Christopher" written in a larger, more prominent script than the last name "Banaszak".

Christopher M. Banaszak
DMAS Contract Manager

Name of Firm: _____

Signature and Title: _____

Date: _____

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	46	J.2 - PBMS-TEST-009	Can you provide a specific example of a temporal test?	Altering the system date to a past or future day/date/time for use in test claim submission to test future edits or rate application.
PBMS	47	J.2 - PBMS-TEST-049	Can you provide a specific example of message-oriented interactions?	This would include asynchronous exchange of data or files such as member or provider data.
PBMS	48	J.2 PBMS-TEST-057	Please clarify a specific content in which the contractor would be required to test the contents of an XML message?	Each Contractor must test to ensure any generated output is correct.
PBMS	49	J.26 PBMS-REB-010	Please confirm that this requirement refers to the electronic storage of paper records via some scanning methodology. What are the volumes and types of information?	Confirmed. This requirement refers to the electronic storage of paper records via some scanning methodology. There are approximately 400 banker boxes of drug rebate program historical data.
PBMS	50	Appendix A - SLA-001	Would DMAS consider modifying this SLA to be an average measure?	No. The industry standard is 3 seconds. DMAS is allowing 4 seconds rather than an industry standard.
PBMS	51	Appendix A - SLA-001	Would DMAS consider modifying this SLA to be an average measure, which is more in line with industry norm?	No. Industry standard is 3 seconds. DMAS is allowing 4 seconds rather than an industry standard.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	52	Appendix A - SLA-002	Will DMAS measure this SLA on a monthly, quarterly, or annual basis?	SLA states this will be assessed per hour. The SLA is missed if the Point of Sale claim adjudication system is assessed as unavailable anytime in a clock hour, such as from 1:00-1:59, excluding scheduled DMAS approved down time.
PBMS	53	Appendix A - SLA-004	Will DMAS measure this SLA on a monthly, quarterly, or annual basis?	The vendor is expected to provide the service as specified under normal circumstances (with consideration to issues outside of the vendor's control). The vendor is expected to have sufficient bandwidth and redundancy to meet this SLA. The measurement will be no less than weekly.
PBMS	54	Appendix A - SLA-009	Will DMAS work with the contractor during DDI to determine both the list of critical batch transactional data exchanges?	Yes. DMAS will work with the contractor during DDI to determine the list of critical batch transactional data exchanges.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	55	Appendix A - SLA-022	Can DMAS publish the definitions by which it will prioritize defects into severity levels?	<p>The definition is contained in the SLA chart</p> <p>The Contractor will prioritize all issues into severity levels as defined by DMAS and resolve them according to the established timeframes for the production system defects</p> <p>Severity Level One (1) Defects: within 60 minutes of notification to or from Contractor - Severity Level Two (2) Defects: within 4 hours - Severity Level Three (3) Defects: within 8 hours - Severity Level Four (4) or higher: within an agreed upon schedule between the Contractor(s) and the Department after the defect was identified</p> <p>Measurement: < 100%</p> <p>As an example</p> <p>Sev 1 - Something of major importance that effects payment or benefit such as POS down, weekly financial transaction file not sent to DMAS vendor by specified time or benefit coded incorrectly</p> <p>Sev 2 – Rebate file not sent by date/time specified</p> <p>Sev 3 –Scheduled reports not available in Documentation Management System</p> <p>Sev 4 – Encounter file not loaded in specified timeframe</p>

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	56	PBMS-REB-026	What can we expect in terms of the volume of hard copy documentation and electronic documentation we will be receiving?	Approximately 400 banker boxes from 1991 to current, to be securely stored and maintained at the offerors location. Electronic files from 1991 to present.
PBMS	57	PBMS-REB-060	Will DMAS please quantify the number and dollar value of all outstanding manufacturer drug rebate balances including disputes from 1991 to present.	DMAS will provide the outstanding balances for Federal, Supplemental, and MCO rebates as reported to CMS.
PBMS	58	PBMS-TECH-STND-013	Which HL7 transactions should the PBM solution support?	DMAS expects the contractor to support Clinical Document Architecture (CDA) and Continuity of Care Document (CCD) transactions in support of interoperability and the advancement of patient health initiatives.
PBMS	59	PBMS-TECH-STND-017	Can DMAS provide a listing of the anticipated interfaces?	Due to the existing monolithic nature of the VAMMIS Solution, exact listings of interfaces for the new modular solution are not known at this time. Please refer to the Vendor Reference Library for current interfaces.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	60	6.f.2 - 6.f.3	<p>The RFP has a requirement for a DDI Medicaid Drug Rebate Program Manager role and an Operations Medicaid Drug Rebate Program Pharmacist.</p> <p>Will DMAS clarify if these roles are intended to be the same role and achieve continuity between the DDI and Operations phases? Is a clinical degree required for the Operations Medicaid Drug Rebate Program Pharmacist?</p>	DMAS' preference is that the Drug Rebate Program Manager overseeing DDI be the dedicated MDR Program Pharmacist - but it is not a mandatory requirement. The Operations Medicaid Drug Rebate Pharmacist position requires licensure as a Pharmacist and licensure requires a clinical degree.
PBMS	61	Appendix J.3 PBMS-TEST-012	<p>Requirements PBMS-TEST-012, ISS-TEST-012, FMS-TEST-012 and EDWS-TEST-012 all state, "The Contractor shall support provider testing of new provider claims submission systems by allowing providers to submit direct data entry claims and electronic claims test files that are processed through the adjudication cycle without impact on system data." This requirement is written in each of the four RFPs. Can the Commonwealth please clarify and amend the requirements to specifically identify which contractor is responsible for working with Providers to test web portal claims submission and complete EDI trading partner testing?</p>	Each Contractor should support the portions of end-to-end testing for provider on-boarding, claims submission, adjudication, payment, and storage as is applicable to their application.
PBMS	62	3.b.5; Appendix J.20	<p>Please clarify how subrogation process for VA will work. Is the contractor responsible for receiving payments from Payers? If so is Xerox PBM expected to accept EDI X12 835 based RA and/or paper RA from payers making payment in response to a subrogation request? Keep question with no reference</p>	The Financial Management Solution (FMS) will receive payments from payors.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	63	3.b.5; Appendix J.24	What are the financial reporting requirements for subrogated claims? How will common situations for subrogated claims (e.g. non receipt of payment, incorrect payment, over payment) be handled?	The PBMS has no financial reporting requirements for subrogated claims. However, operational reports are required. Identification of non-resolved subrogated claim scenarios (examples noted in submitted question) may require additional subrogation transactions to achieve resolution.
PBMS	64	Appendix J.13	With regard to requirements PBMS-WF-001 thru 009, could the Department please elaborate on the intent behind these requirements. Is the Department intending for the pharmacy vendor to provide an enterprise level workflow tool that would be used by the Department, or is the Department intending to create requirements around the workflow tool that the vendor would use in their business processes? If the answer is the latter, what reports is the Department expecting to create in Requirement PCMS-WF-009? If the answer is the former, could the Department please provide expected user roles and number of licenses for Department and other users?	<p>The Department intends for the Contractor to deploy workflow tools that the vendor and DMAS will use to automate and document their business processes.</p> <p>The Department expects the Contractor to provide the Agency with its standard reporting solution related to processes managed by the workflow tools.</p>
PBMS	65	General	Does the Department have an anticipated start date for the contract and for operations?	The anticipated start date is not established but will be immediately after contract signing. The offeror will propose a DDI timeline and collaborate with DMAS and the ISS supplier. Once agreed to the DDI would begin. Operations would start at DDI completion.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	66		How many Department users will require access to the end user applications respectively? Does the Department have a preferred solution for end-user connectivity to these environments/applications?	Across DMAS Departments that would require access to the PBMS end user applications, an estimated user count of 25 (as also reflected in Price Schedule L) should be used by the Offeror when responding to the RFP. The technology associated with the preferred connectivity to these environments/applications is defined in requirements found in Appendix J.
PBMS	67		What does the Department currently use as the reporting tool?	The Department uses a Cognos product.
PBMS	68	3.a.7.3 - Security Compliance Audit Management	Would the Department consider having 1/3 of security controls by an independent audit firm every year?	No, Federal requirements mandate security audits every two years. Commonwealth requirements allow systems to be audited once every three years, however, the more stringent Federal requirement supersedes the Commonwealth requirement.
PBMS	69	3.a.7.3 - Security/Compliance Audit Management	Will the contractor's solution be expected to comply with NIST/FISMA regulations at the start of operations?	No. The Contractor will need to comply with all DMAS relevant controls (SEC 501-09, SEC 525-01 and MARS-E v.2). All of these controls are based on NIST 800-53 Rev.4. A proposal which is not compliant at the start of operations but does have a remediation plan including planned completion dates will be considered.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	70	6.f.2	Will the Department entertain alternative staffing solutions for the key staff?	Other than the personnel identified as required to be based in Richmond or requiring a clinical degree, the Contractor may propose alternative or additional personnel roles and qualifications based on its methodology and solution.
PBMS	71	3.b.5 TPL	Can the Department be more specific on the type of support the contractor must provide in the recovery activity related to post-adjudication?	The contractor must support Medicaid Subrogation and the application of identified other health insurance data to member records for use in future cost avoidance.
PBMS	72	Appendix J.20	Can you confirm that regarding claims adjudication and payment, the successful bidder will be adjudicating the pharmacy claims and providing the MMIS a data file so they may incorporate and process provider payment and management?	Confirmed. The Contractor will be providing an extract with adjudicated claim data for use in the MES Financial Management Solution to pay providers
PBMS	73	Appendix J.21 PBMS-DUR-023	Please further describe the RetroDUR distribution channel(s) for distribution.	RetroDUR documentation may be distributed through mail, electronically, or posted on the web portal. DMAS is looking for innovative solutions from the vendor to capture better response rates.
PBMS	74	Appendix J.21; PBMS-DUR-031	Can the Department provide further details on their expectations of the Medicaid Drug Utilization Review Annual Report Survey? In our experience, each state is different in how this information is reported.	The content of the Medicaid Drug Utilization Review Annual Report is dictated by CMS. The contractor must comply with the requirements established by CMS for the state.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	75	Appendix J.21; PBMS-DUR-032	In this context, can the Department define "contractor content"?	The vendor will be responsible for all data to complete the CMS Medicaid Drug Utilization Review Annual Report.
PBMS	76	Appendix H, Item G	If there is a reasonable determination by Supplier that there is scope for termination for cause, will termination be considered by the State?	No.
PBMS	77	Appendix H, Item H	What is the scope of the transition services?	Scope of the transition services will depend on the solution in place as proposed and implemented by the Incumbent and would need to be determined at time of transition.
PBMS	78	Appendix H, Item 6A and Item 7	The services provided under the agreement (upon award) may be considered trade secret and proprietary to Supplier. Will the State add the following provision to Section 6a or 7? "Notwithstanding anything to the contrary herein, the State acknowledges and agrees that any software and services to be provided by Supplier in connection with this Agreement shall be regarded as Software-As-A-Service, and shall not be subject to any assignment of ownership rights to the State."	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	79	Appendix H, Section 19 Escrow Agreement	Because there is no downloadable code associated with the services that will be provided under the Agreement, will the State consider omitting Section 19- Escrow Agreement, because it is inapplicable?	Comments regarding exceptions or changes to the contract (to include sections not applicable to your solution) need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	80	Appendix H, Section 21A	Notwithstanding IP infringement in Section 21A, will the State consider limiting the scope to a higher standard of indemnification to acts of gross negligence, fraud or willful misconduct only, and the damages resulting from such acts?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	81	Appendix H, Section 21B Liability	Will the State limit its recovery for direct damages?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	82	Appendix H, Section 27I Assignment	Given the size of Supplier as a company, will the State consider allowing Supplier to assign the Contract to a successor-in-interest without consent?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	83	BAA, Section 2 Safeguards	Can the state confirm if it is willing to allow comparable, alternative industry standards/protocols and privacy standards to allow Business Associate to meet its safeguarding obligations under Section 2?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	84	BAA, Section 5(a)(i) Breach Notification	Will the State consider breach notification of 5 days?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	85	BAA, Section 9 Indemnification	Will the State consider alternative indemnification obligations that more closely align with foreseeable fines/penalties and that allow Business Associate to meet its obligations?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	86	BAA, Item 10 (PHI related)	Can the State provide more information regarding the scope of this requirement in Section 10, a-e?	The information in this section of the BAA will be completed by Offerors during negotiations and will be based, in part, on the Offerors proposed solution, staffing and other data elements. Offerors may also consult with their Security Officers on this and other HIPAA requirements.
PBMS	87	BAA Section 10 (PHI related)	If after receiving more details surrounding the scope certain requirements appear to be operationally infeasible for Supplier, will the State consider negotiating such terms in Section 10a-e so with Supplier to assist Supplier in meeting its obligations under this section?	The requirements listed under this section document the current environment of the contract and use of Protected Health Information (PHI) and DMAS does not foresee anything that would be negotiable. Please consult with your organizations Security Officer on this and other HIPAA requirements.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	88	PBMS-SLA-007	Under Send out mailings: What DUR Board documentation does this refer to? Is it the retro DUR Letters or DUR Member committee material? IF so what is the trigger?	The documentation refers to the following items: Any documentation or information requests made by the DUR Board, RetroDUR mailings, and the information and materials for the books/binders required for the DUR Board meetings. The trigger for mailing the DUR RetroDUR letters is approval by DMAS staff of the Contractor's RetroDUR letters. DMAS and the Contractor will define a mutually agreed upon timeline for the mailing of DUR Board materials related to the quarterly meetings.
PBMS	89	PBMS-SLA-007	Under Send out mailings: What P&T Committee documentation Does this refer to? If so what is the trigger?	Letters must be mailed to prescriber and member for all P&T related (PDL) Service Authorization denials. The trigger for this item is the denial of a Service Authorization request. P&T Committee meeting related information and documentation is provided electronically to DMAS staff and Committee members prior to the meeting. Specific meeting related materials including drug class reviews and other pertinent clinical information are provided to Committee members and DMAS Staff in hard copy format at Committee meetings.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	90	Appendix A PBMS-SLA-014	The requirement to replace in > 15 calendar days from vacancy for interim fill , does this refer to only the DDI Key positions listed in the SLA The requirement to replace in > 60 calendar days from vacancy for permanent key position, does this refer to only the Operations Key positions listed in the SLA	The dates are correct as stated. Remedies will be applied in the event personnel are replaced in time frames >15 days during DDI and >60 days during Operations.
PBMS	91	Appendix A PBMS-SLA-020	Configuration requests must be applied in the DMAS test region within 2 business days. Does this mean once approval of testing has been received?	No. DMAS expects the Contractor to deploy changes to the test region to begin vendor testing of the requested changes within 2 business days.
PBMS	92	3.c.2.1; Appendix J.27.E	Would the ISS receive the lab data (or other Member Data) and exchange with the PBM for use in coverage determination/claims editing or is the Department envisioning the PBM would receive the lab data (or other Member Data) directly from third party sources?	As this is a DMAS defined optional service, the Department is seeking the Contractor's recommended solution that leverages available laboratory data. DMAS envisions an interoperable solution that may leverage data that currently resides in the MES, and would be received through the ISS, as well as data the Contractor receives directly from other sources.
PBMS	93	Appendix J.16 - Doc Mgmt; PBMS-DOC-019	Please provide additional clarification on specifically what is being sought for this requirement. Is this stating that only authorized users are allowed to make changes, that the system should be configurable, that updates should be done using server tools or something different?	The requirement, as written, details the desired capabilities.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	94	Appendix J.13 PBMS-WF-001	Could the Department further detail what is being sought by the use of a workflow management tool? Is the Department looking for workflow features such as automation of processes, notification or alerts of those processes through the workflow management tool?	The Department intends for the Contractor to deploy a workflow management tool that automates processes such as notifications, alerts, and que management of business functions and processes as noted in Appendix J.13
PBMS	95	Appendix J.26 - PBMS-REB-011	Could the state please clarify what is meant by payment adjustment for Medicaid FFS Pharmacy and Medical Drug Rebates? Is this referring to rebate payment errors found in historical data?	Yes, this refers to rebate payment errors found in historical data as well as manufacturer prior quarter adjustments.
PBMS	96	Appendix J.26 PBMS-REB-012	Could the state please clarify what is meant by payment adjustment for Medicaid FFS Pharmacy and Medical Drug Rebates? Is this referring to rebate payment errors found in historical data?	Though the question asked refers to Medicaid FFS, the submitted referenced requirement relates to Managed Care Rebates. The answer below reflects Managed Care Drug Rebates. Yes this refers to rebate payment errors found in historical data as well as manufacturer prior quarter adjustments.
PBMS	97	Appendix J.26 PBMS-REB-040	Could the state please clarify the date expectation. Generally reports are due 10 days after the end of a calendar quarter. Invoices are generated in the middle of a calendar quarter.	Reports for the CMS 64.9R are due no later than the tenth day after the end of the quarter.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	98	Appendix J.26 PBMS-REB-061	Could the State please describe data feeds currently exchanged for rebate purposes and the number of managed care plans sending encounter data to support drug rebate.	Currently claims, encounters, and provider data is exchanged from the Fiscal Agent to the Drug Rebate Contractor. This includes FFS and Managed Care claim data. Please refer to the Vendor Reference Library for additional detail.
PBMS	99	Appendix J.1 PBMS-TECH-STND-020	Please clarify what is meant by "changes during processing." Typical archived data is static by nature.	The Solution shall ensure that changes to data fields or values resulting from processing, such as during claim adjudication are preserved. Original data as well as response data is contained in the archive.
PBMS	100	Appendix J.3 PBMS-TEST-013 and 014	Please provide a list of DMAS-approved testing tools.	Each Contractor should propose their chosen tool and explain how it will meet the requirement.
PBMS	101	Appendix J.3 PBMS-TEST-057	Please clarify the requirement to provide a testing methodology and approach related to XML. Can DMAS provide an example?	Each Contractor must test to ensure any generated output, including XML, is correct.
PBMS	102	Appendix J.3 PBMS-TEST-060	Can DMAS provide an example of what is meant by "comprehensive documentation" for test results?	Test results shall include all documentation necessary to prove the test was successful.
PBMS	103	Appendix J.14 PBMS-TECH-WEB-019	Please confirm the requirement to disallow multiple concurrent logins by an individual user or single user ID; best practices allow users to open up multiple tabs in a single browser as well as multiple browsers.	Multiple concurrent logins by an individual user or by a single user ID is not allowed.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	104	Appendix J.24 PBMS-TPL-027	Please provide an example of an "unduplicated cost avoidance" and the items that should be included in the report.	DMAS expects reported TPL cost avoidance to be provided on a net claim status basis. For example, reversed claims are removed from cost avoidance reported savings. Additionally, multiple instances of other health insurances are reported individually and not in aggregate.
PBMS	105	3.a.4	Regarding IV&V Reviews and Certification, will DMAS be using the MITA Business Module MECT Checklist set, the MMIS Module MECT Checklist set, or a custom MECT checklist set for certification?	DMAS has contracted with an IV&V vendor to manage CMS certification activities. A MECT checklist will be deployed; however, the specific MECT checklist will be determined by DMAS and the IV&V vendor and is not known at this time.
PBMS	106	3.a.4	Regarding IV&V Reviews and Certification, could DMAS please provide a list of all non-CMS Standard MECT checklist objectives and items it plans to use for certification?	DMAS has contracted with an IV&V vendor to manage CMS certification activities. A MECT checklist will be deployed; however, the specific MECT checklist will be determined by DMAS and the IV&V vendor and is not known at this time.
PBMS	107	Appendix J.9 PBMS-SSDR-SAD-013	Will the state verify that the federated table referred to in this requirement be located with and secured by the Integration Services Solution Vendor?	Yes, the federated table will be located with the Integrated Services Solution (ISS).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	108	Appendix J.9 PBMS-SSDR-SAD-017	Will the state clarify the role Web Services will play in their SSO implementation? Security tokens such as SAML 2.0 are typically transported through HTTP alone.	<p>The ICAM solution has not been awarded. ICAM is to use SAML according to the ISS RFP.</p> <p>The web services are designed to support authentication and authorizations of users. DMAS will issue a token for a given user and Contractor will need to verify that token with DMAS before displaying any sensitive content. The final solution will be determined with the SSO Contractor</p>
PBMS	109	Appendix J.10 PBMS-MES-SSO-GLBL-001	Will the state clarify the role Web Services will play in their SSO implementation? Security tokens such as SAML 2.0 are typically transported through HTTP alone.	<p>The web services are designed to support authentication and authorizations of users. DMAS will issue a token for a given user and Contractor will need to verify that token with DMAS before displaying any sensitive content. The final solution will be determined with the SSO Contractor.</p>
PBMS	110	Appendix J.18 PBMS-DATA-CON-043	Will the state provide the volume of historical data required to be converted, such as the number of years of claims history?	<p>Please refer to PBMS-GN-030. "Support the receipt and load of three (3) years of claim history data from the current program contractor; claim history data shall be integrated for use in claim processing."</p> <p>Additional detail can be found in the program volumes noted in Table 2: Virginia Medicaid Statistics.</p>

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	111	Appendix J.15 PBMS-EDI-003	Will the state provide a list of expected interfaces and the anticipated standard formats required for each, such as 834 for Enrollment?	Yes. The state will provide a list to the awarded contractor. Where available, all industry named standards will be used for the exchange of information.
PBMS	112	Appendix J.26 PBMS-REB-006	Please confirm that the following is a deliverable upon contract award. The Contractor shall provide the following documentation regarding the Contractor's drug rebate solution: detailed system design, user manuals and training materials for DMAS staff, detailed descriptions of all drug rebate solution reports including the Contractor's methodology to generate results, data dictionary for reports, invoices, or other materials shared with DMAS or manufacturers.	Yes.
PBMS	113	Appendix J.20 PBMS-GN-075	Is the department referring to 340B claims in this requirement?	The Department expects the Contractor to be able to identify drug/product submitted as a pharmacy claim that does not meet the CMS definition of covered outpatient drug. For example, DME and other non-rebateable products currently processing through pharmacy POS.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	114	Appendix J.20 PBMS-GN-003	Will the state provide a link specifically to the State Medicaid Manual - 11375 to which this requirement applies?	The State Medicaid Manual is maintained at the CMS.gov website; more specifically, the requirement refers to Chapter 11 - Medicaid Management Information System, Subsection 11375 Data Requirements and will be found at the following link: https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/P45_11.ZIP
PBMS	115	Appendix J.18 PBMS-DATA-CON-051	How does the state plan to support the vendor's efforts to obtain data that is required to support the state's business processes and requirements but not present in the VAMMIS?	The Contractor shall propose, for Department review, the type and extent of support needed to obtain data not present in the current system.
PBMS	116	Appendix C - Pricing	Will DMAS adjust the phase 1 DDI to more accurately reflect the anticipated phase 1 DDI period (currently reads as July 1, 2016-June 30, 2017) so that all bidders are working off the same assumptions?	The Phase I DDI period is a depiction intended only to illustrate a staggered implementation by the vendor. The vendor will propose the timeline and relative pricing needed for their Solution.
PBMS	117	Appendix J.20 PBMS-GN-020	Can the Commonwealth please state if the Commonwealth is using S1 transactions now or their planned purpose?	Yes, the Commonwealth currently supports the S1 transaction.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	118	Appendix J.24 PBMS-TPL-002	Can the Commonwealth please further explain this requirement? What specifically does 'provide support' entail? What intrastate government agency is being referred to?	In support of MITA interoperability and the advancement of MITA maturity levels, DMAS seeks a solution that allows for the exchange of member data with other agencies or entities to identify other health insurances. The Contractor shall have the capability of exchanging data with other government agencies and insurance entities when identified.
PBMS	119	6.f.2/6.f.3	Section 6.f.2/6.f.3 (Support Management and Personnel; Project Team Resumes/Contractor Personnel): Given the anticipated competition for the best talent, the limited pool of experts in the field, the anticipated extended timeline, and the number of key staff identified by DMAS, may the bidder submit representative resumes or job descriptions in place of some positions? DMAS can request or the bidder can grant DMAS final approval of all personnel assigned to the project, in either case.	No. Representative resumes or job descriptions will not be accepted in place of personnel resume requirements in RFP sections 6.2.f and 6.3.f.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	120	Appendix J.26 PBMS-REB-054	How is the 340B cost ceiling calculated currently?	Currently DMAS does not calculate the 340B ceiling costs. DMAS intends to use 340B ceiling prices to edit claims submitted by 340B entities. Whether using CMS's formula for calculating the 340B ceiling cost or downloading the list from CMS (if CMS supplies the list in the future), we expect the Contractor to maintain or download 340B ceiling prices to the DMAS system for appropriate use during claim adjudication.
PBMS	121	Appendix J.25 PBMS-ENC-014	Please confirm that the NCPDP standard Batch 1.2 response files will be returned to encounter claim submitters.	Yes, this is confirmed.
PBMS	122	Appendix J.25 PBMS-ENC-001	Please confirm if encounter claims will be submitted to the PBMS utilizing the NCPDP standard batch 1.2 file format.	Yes, this is confirmed.
PBMS	123	1.e.5	Will Contractor be responsible for any expenses associated with DUR Board meetings (e.g., board member per diem, meeting space, food, etc.)? If so, please describe the expenses and the frequency thereof?	The expenses associated with the DUR Board meeting (e.g. board member per diem, meeting space, food, etc.) are covered by the Commonwealth. Expenses associated with the printing and mailing of documents sent to Board members for the quarterly meetings are the responsibility of the Contractor.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	124	1.e.5	Will Contractor be responsible for any expenses associated with P&T Committee meetings (e.g., committee member per diem, meeting space, food, etc.)? If so, please describe the expenses and the frequency thereof?	The expenses associated with the P&T Committee meeting (e.g. board member per diem, meeting space, food, etc...) are covered by the Commonwealth. Expenses associated with the printing and mailing of documents sent to Board members for the meetings are the responsibility of the Contractor.
PBMS	125	Appendix J.26 PBMS-REB-009	In regard to Medicaid FFS, is DMAS requiring separate rebate invoices for Pharmacy and Medical Drug utilization? In regard to Medicaid Managed Care, is DMAS requiring separate rebate invoices for Pharmacy and Medical Drug utilization?	DMAS is not requiring separate rebate invoices for Pharmacy and Medical Drug Utilization under the FFS or Managed Care Drug Rebate programs. However, DMAS requires the ability within the drug rebate solution to perform distinct reporting and analytics for Pharmacy and Medical Drug Rebate utilization in both FFS and Managed Care Drug Rebates.
PBMS	126	Appendix J.26 PBMS-REB-055	Should this requirement be under PBMS General Requirements since it is related to claims processing and not drug rebate?	The requirement is associated with the rebate program requirements due to the fact that the current pharmacy rebate vendor is the best resource to determine the 340B ceiling price since they have access to URA data.
PBMS	127	3.c.1.1	Does Specialty Drug Management include Drugs billed under the Medical Benefit?	The Department is open to solutions that will include managing all or some benefits currently covered under the Medical Benefit

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	128	3.c.1.1	Is site of care management driven by current prior authorization program?	The Pharmacy Benefit does not currently PA site of care management - these are managed under the Medical Benefit.
PBMS	129	3.c.1.1	Does Virginia DMAS currently utilize contractors that support specific specialty drug management initiatives, i.e., utilization management, field based prescriber education, outcomes assessment, drug efficacy?	No. This is a new initiative for DMAS.
PBMS	130	3.c.1.1	Are physicians required to utilize specialty pharmacy drug distribution for infusions performed in the office setting?	There is not a current requirement for physicians to utilize a specialty drug distribution for any delivered services.
PBMS	131	Appendix J.6 PBMS-AUDIT-019	This requirement states the Contractor shall process a documented request with supervisory approval to establish an account on IT systems. In addition, the Contractor shall notify the Agency System Administrator in a timely manner about termination and/or transfer of employees and contractors with access rights to IT systems and data. (SEC501.9 Section 8.1.AC-2 COV 2). Is this referring to access to the Agency's IT systems or the Contractor's systems? If the Contractor's system, why would Agency need to be notified of a termination or transfer as the Contractor would process such access changes. The Contractor would need to be notified of any Agency terminations or transfers.	The requirement applies to any system (Commonwealth hosted or not) that has access to agency sensitive data.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	132	6.f.3	Understanding that DMAS wants to ensure appropriate resources are dedicated/assigned to the account, will DMAS consider allowing the contractor to propose different roles (possibly combine, possibly expand) that best support DMAS and are also consistent with supporting a COTS solution that is currently operational in Medicaid and Commercial programs?	Other than the personnel identified as required to be based in Richmond or requiring a clinical degree, the Contractor may propose alternative or additional personnel roles and qualifications based on its methodology and solution.
PBMS	133	6.f.3	Technical Configuration Manager and Business Configuration Manager Please further describe these roles and responsibilities or what these role's responsibilities are today.	The primary functions of the technical configuration manager will include but not be limited to management of the technical interfaces, data mapping and systems integration activities. The primary functions of the business manager will include but not be limited to system configuration, rules and edit configuration and report validation
PBMS	134	6.f.3	Account Director or Executive Sponsor. Please further describe this role. Is it a day to day Account Director that is required or just Executive Sponsorship?	This is an Executive Sponsor that holds overall accountability for the work performed by the Contractor, according to the Contract, during DDI and Operations and Maintenance Phases.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	135	6.f.3	Business Analyst – Change Management (100% DMAS Dedicated) College degree or equivalent experience (clinical background preferred) Please further describe the Change Management aspect of this required position or explain what this role’s responsibilities are today.	This position is responsible for the day-to-day change management activities which include changes associated with program design, edits, and operations.
PBMS	136	6.f.3	Operations/System Manager (100% DMAS Dedicated) Please further describe this role or explain what this role’s responsibilities are today.	This position is responsible for providing support for all pharmacy related applications including issues related to system performance and access as well as all operational services associated with the Contract.
PBMS	137	Appendix J.20 PBMS-GN-069	Please provide definition of “solution” regarding the change management solution capable of documenting the workflow of each change request. Is DMAS expecting a product or a description of the process to manage the workflow?	Bidders should provide enough detailed information, about the proposed change management product that will be used to manage the workflow, so DMAS can conduct a thorough evaluation of Offeror responses.
PBMS	138	Appendix J.4 PBMS-CHG-MGMT-03	Please clarify if system referenced in “The Contractor shall provide the capability to support a change request methodology and system” is referencing a DMAS provided system or contractor proposed system.	DMAS is expecting a contractor proposed system.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	139	Appendix J.3 PBMS-TEST-001	Please provide further detail on the required environments in PBMS-TEST-001. It appears DMAS is requiring ten (10) separate environments, which is a very large number of environments to support and maintain. Would DMAS allow the bidder(s) to propose environments that are consistent with industry best practices that would include dev, test, production and DR environments?	Each Offeror shall explain how their proposed testing environments will be structured to support all separate phases of a comprehensive testing methodology.
PBMS	140	Appendix J.18 PBMS-DATA-CON-044	This is a very broad requirement. Could the Department please be more specific with regard to what hardware, software, and data support needs to be provided? Does the State intend for this requirement to be limited to the scope being required in PBMS-DATA-CON-045?	Each Offeror shall propose their conversion strategy as it applies to their application and explain how it will meet the requirement.
PBMS	141	Appendix J.19 PBMS-NFR-DR-009	This requirement states that the DMAS will notify the contractor that the primary production site is inoperable. In the event that the contractor is hosting the production and DR sites, is it correct to assume that this requirement will not apply?	Regardless of hosting location, if the primary production site is deemed inoperable, by either DMAS or the Contractor, the requirement to initiate Disaster Recovery remains as stated.
PBMS	142	Appendix J.20 PBMS-GN-035	What is the State's expectation for how member information entered in support of this requirement be handled during the next eligibility interface update. In other words, would eligibility information coming from the system of record overwrite any changes entered in the PBMS?	Yes, an eligibility record sent during the next eligibility interface update from the system of record would overwrite any manual changes previously entered or updated.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	143	Appendix J.20 PBMS-GN-038	For third-party licensing purposes, could the State please provide the number of systems and users that will utilize this commercial prescriber file?	The enterprise data warehouse would be a consumer of this information for use in reporting. It is not anticipated that other MES systems or modules would use this file for claim adjudication.
PBMS	144	Appendix J.20 PBMS-GN-046	Does this requirement indicate that the external interfaces would be used to update the commercial drug data file provided by this vendor or that other vendors would subscribe to the file?	No. The external interfaces would subscribe to the file - not making any updates.
PBMS	145	Appendix J.20 PBMS-GN-047	For third-party licensing purposes, could the State please provide the number of systems and users that will utilize this commercial drug data file?	The enterprise data warehouse will use the information for reporting purposes, the OPSS may use data elements such as pricing during claim adjudication.
PBMS	146	Appendix J.20 PBMS-GN-053	Could the State please specify what specific CMS data needs to be loaded?	The Contractor will need to load CMS data related to current rebate status, unit rebate amount (URA), and all other necessary CMS data files required to generate invoices for drug rebates.
PBMS	147	Appendix J.20 PBMS-GN-054	Inasmuch as it is impossible to predict what data elements will be defined during DDI, does the state agree that exchange of data elements not already captured in the contractor's PBMS will be out of scope of this RFP and subject to the change control process?	DMAS requires the PBMS to contain all data elements required to properly adjudicate a pharmacy claim using industry named standards. In the event a data element must be derived or is outside the claims adjudication process, DMAS would consider this subject to the change control process.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	148	Appendix J.20 PBMS-GN-056	Could the State please clarify what they mean by "operational change management activities?"	The requirement refers to change management during DDI and O&M Phases of the Contract
PBMS	149	Appendix J.20 PBMS-GN-070	For clarity sake, is the state expecting that the contractor will present the solution to the change request within three (3) business days or that the solution will be implemented within three (3) business days?	The intent of the requirement was for the Contractor to implement the solution within three (3) business days.
PBMS	150	Appendix J.27.A	Could the State please specify the business goals it hopes to achieve through the specialty pharmacy management solutions?	Goals are stated in PBMS-SDM-001 and include ensuring appropriate access to specialty drug therapies, control or reduction in overall program costs and benefit expenditures, and the ability to scale or add products or therapies as the product pipeline evolves and expands.
PBMS	151	Appendix A PBMS-SLA-025	SLA - Loss of an Appeal related to contractor inability to produce documentation - Not retrievable through system - Award Amount. Could you please define the award amount for this SLA?	If the Department loses an appeal by default, due to the contractor's failure to timely produce documentation or testimony, DMAS loses the full amount under appeal. In such cases, the contractor must reimburse DMAS the full amount under appeal, as well as any legal fee reimbursements awarded by the hearing officer or court.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	152	Appendix J.26 PBMS-REB-049	Is the commonwealth looking for more than the ability to view executed Supplemental Rebate Contracts, attachments, and exhibits? If so, please provide some use cases to indicate the kinds of activity we are required to support.	No. The requirement refers only to the ability to view executed Supplemental Rebate Contracts, attachments, and exhibits.
PBMS	153	Addendum 1, Appendix H - Contract	Does DMAS agree that the only software that would be owned by DMAS is customized software developed as an agreed upon contract deliverable to DMAS?	Medicaid Enterprise System and related RFPs are governed under both state and federal rules involving enhanced funding. In January of 2016, CMS published a Final Rule on "Mechanized Claims Processing and Information Retrieval Systems. Medicaid Program Final Rule, 42 CFR Part 43 includes ownership regulations.
PBMS	154	Appendix J.20 PBMS-GN-065	Could the State please articulate why this requirement must be accomplished in a rules-engine and not in the PBMS itself assuming that the State is requiring the use of a COTS rules-engine?	DMAS expects a configurable, automated rules engine to be included in business process solutions to provide increased flexibility and efficiency in conducting the process, in accordance with the technical requirements described in RFP Section 2 and Appendix J. In addition to responding to the general requirement of providing a rules engine, the Contractor shall identify in its response to specific business requirements, where and how a rules engine is incorporated. The rules engine may be incorporated in the Offeror's PBMS application(s).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	155	Appendix J.20 PBMS-GN-064	Could the State please articulate why this requirement must be accomplished in a rules-engine and not in the PBMS itself assuming that the State is requiring the use of a COTS rules-engine?	DMAS expects a configurable, automated rules engine to be included in business process solutions to provide increased flexibility and efficiency in conducting the process, in accordance with the technical requirements described in RFP Section 2 and Appendix J. In addition to responding to the general requirement of providing a rules engine, the Contractor shall identify in its response to specific business requirements, where and how a rules engine is incorporated. The rules engine may be incorporated in the Offeror's PBMS application(s).
PBMS	156	Appendix J.20 PBMS-GN-024	Could the State please articulate why this requirement must be accomplished in a rules-engine and not in the PBMS itself assuming that the State is requiring the use of a COTS rules-engine?	DMAS expects a configurable, automated rules engine to be included in business process solutions to provide increased flexibility and efficiency in conducting the process, in accordance with the technical requirements described in RFP Section 2 and Appendix J. In addition to responding to the general requirement of providing a rules engine, the Contractor shall identify in its response to specific business requirements, where and how a rules engine is incorporated. The rules engine may be incorporated in the Offeror's PBMS application(s).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	157	Appendix J.12	It appears from the specific requirements in this section of the RTM, the State presumes that the pharmacy solution will utilize a COTS rules-engine. If a vendor does not utilize a third-party rules-engine, but instead provides rules-engine functionality embedded in its own PBMS COTS product, will the State consider allowing the vendor to meet these requirements through embedded functions of their PBMS COTS product?	DMAS expects a configurable, automated rules engine to be included in business process solutions to provide increased flexibility and efficiency in conducting the process, in accordance with the technical requirements described in RFP Section 2 and Appendix J. In addition to responding to the general requirement of providing a rules engine, the Contractor shall identify in its response to specific business requirements, where and how a rules engine is incorporated. The rules engine may be incorporated through embedded functions of PBMS COTS product.
PBMS	158	Appendix J.12	Could the State please articulate what it is hoping to accomplish from a business perspective by proscribing the use of a COTS rules-engine in pharmacy claims processing?	To support MITA Standards and CMS's vision on using commercial off-the-shelf (COTS) technology and "software as a service" instead of customized electronic systems developed and built specifically for individual states.
PBMS	159	1.a.1 - procurement strategy	Based on the Fiscal Agent contract ending around 6/30/18, how much notice must DMAS provide the incumbent vendor that a new PBM will be implemented?	DMAS notification is part of the current contract and optional years and not relevant to the RFP.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	160	Appendix J.2 and CMS Certification	Has the State determined which of the Medicaid Enterprise Certification Checklist Set (MITA, MMIS, or Customized) will be utilized to support CMS certification? The Contractor will need to include the appropriate checklist set in the CMS Certification Plan.	DMAS has contracted with an IV&V vendor to manage CMS certification activities. A MECT checklist will be deployed; however, the specific MECT checklist will be determined by DMAS and the IV&V vendor and is not known at this time. For the purposes of providing the CMS Certification Plan, please use the most current MECT Checklist applicable to PBMS Certification as of August 5th, 2016.
PBMS	161	Appendix J.12 PBMS-RULE-EGN-001	Due to the modular nature of our applications and our focus on MITA standards, would the Department accept a more modular rules engine that has been deployed in other state medicaid programs successfully?	The Offeror's Solution must deliver a PBMS that supports MITA Standards and CMS's vision on using commercial off-the-shelf (COTS) technology and "software as a service" instead of customized electronic systems developed and built specifically for individual states.
PBMS	162	RFP Section 8. Contract Standards	A contractor not currently doing business in the Commonwealth of Virginia is not going to have sales tax obligations. Can the Department please indicate how it would like the vendor to respond to this affirmation in the Contract Standards table?	The offeror shall respond in the affirmative (Y).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	163	RFP Section 8. Contract Standards	A contractor not currently doing business in the Commonwealth of Virginia is not likely to be registered with the Corporation Commission to conduct business. Please confirm the vendor may obtain this registration upon contract award. How should this be indicated in the Contract Standards table?	Offerors must accurately complete Appendix D - State Corporation Commission form.
PBMS	164	RFP Section 8. Contract Standards.	Please confirm that a "N" in the contractor's response column of this table will not disqualify the contractor?	Proposals will be disqualified from further consideration in accordance with Section 9.a.15 Evaluation Factors.
PBMS	165	Statutorily mandated terms and conditions	Does Section 6.b. of the Core Contractual Terms (in the statutorily mandated terms and conditions) refer only to subcontractors that are contracted to perform services specifically for DMAS?	Yes.
PBMS	166	Appendix H, Exhibit F - BAA (Section 5.a.i)	HIPAA only requires the Business Associate to provide prompt notice of a breach "without unreasonable delay." Will the state accept this HIPAA requirement? In addition, the vendor will agree to provide notice of breach without unreasonable delay, but in no event later than 5 business days after Discovery.	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract INCLUDING THE BAA shall be agreed upon during negotiations (Reference RFP Section 8).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	167	Addendum Appendix H Contract	1, - The vendor will not be providing any software licenses or software maintenance services to DMAS that would require an end-user license agreement or Application Service Provider terms. Will these exhibits be deleted due to their inapplicability to PBM Services?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	168	Addendum Appendix H Contract	1, - Is DMAS willing to mutually agree upon the invoice and payment timeframes?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8). Payment terms are governed the Code of Virginia as enacted through the Department of Accounts.
PBMS	169	Addendum Appendix H Contract	1, - Will DMAS consider termination of the contract or suspension of services in the event DMAS fails to meet its payment obligations under the contract?	No.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	170	Addendum Appendix Contract H 1, -	Is DMAS willing to consider adding language to Section 3.C. defining the cure period as 30 days?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).
PBMS	171	Addendum Appendix Contract H 1, -	Will DMAS consider mutual termination for convenience?	No.
PBMS	172	Addendum Appendix Contract H 1, -	The vendor understands that the purpose of this RFP is for the vendor to provide pharmacy benefit management services, specifically relating to processing of prescription claims, prior authorization and appeals ("PBM Services"). As such, the vendor furnishes software as part of its service to DMAS but will not be providing any software licenses or software maintenance services. Is DMAS willing to amend the contract to reflect the PBM Services being provided and remove sections that are not applicable to such services, such as (but not limited to) Section 6, portions of Sections 8 – 11, and Section 19?	Comments regarding exceptions or changes to the contract need to be documented in the Contract template (Appendix H) in the form of margin notes/comments and redline. The final terms and conditions of the contract shall be agreed upon during negotiations (Reference RFP Section 8).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	173	Appendix J.20 PBMS-GN-033	Could the State please provide their definition of a "real-time interface" in this context since the update is allowed to be applied up to 15-minutes later? Further, can the State verify that these interface files would only be additions or updates, and not a full replacement file every 15 minutes?	DMAS requires a real-time interface model where individual records are exchanged and applied no later than 15 minutes from the time the record was received by the ISS module of the MES. Records exchanged in this manner will be additions or updates and DMAS is not requiring the Contractor to accept and apply a full replacement file every 15 minutes.
PBMS	174	Appendix J.20 PBMS-GN-013	Could the State please identify how this requirement will be measured or deemed to be met?	DMAS is currently operating a monolithic, enterprise wide solution to manage the pharmacy benefit and, in this solicitation, requires of the selected Contractor technology solutions that meet or exceed MITA guidance with regard to modularity and interoperability. The Contractor's delivery of a PBMS that satisfies the requirements of Appendix J as well as obtains CMS Certification will be deemed to meet the requirement defined in PBMS-GN-013.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	175	Appendix J.17 PBMS-GNRL-001	Since the work products being asked for in this requirement represent highly proprietary intellectual property for a COTS vendor, would the State agree to execute a Non-Disclosure Agreement specific to the release and sharing of this information. Public release of these trade-secrets could cause severe irreparable harm to a COTS vendor.	Protection of Confidential information is addressed under Section 20 of Appendix H - Contract Template. As stated under RFP Section 8, contractors may provide comments regarding any exceptions to the contract which will be addressed with contractors during negotiations. In addition, RFP Section 9.a.10 provides guidance to contractors on how to protect trade secrets or proprietary information submitted by contractors from public release.
PBMS	176	Appendix J.2 PBMS-PROJ-DDI-027 and 012,013,015,016,020,022	Requirement PBMS-PROJ-DDI-027 list components of the PMP and includes Risk, Quality, Communication, Training and Documentation. These same plans are again listed as separate requirements in the same section of MAJOR MILESTONES AND DELIVERABLES. Based on the volume of required plans, would DMAS consider removing the duplicate requirements: PBMS-PROJ-DDI-012, 13, 15, 16, 20, 22 since they are already listed in requirement PBMS-PROJ-DDI-027?	The requirements are correct as stated. PBMS-PROJ-DDI-027 refers to a DDI Project Management Plan. This plan defines the Contractor's approach and timelines for the named plans to be delivered.
PBMS	177	1.a.1 Flight Plan	Given that the release of this RFP did not occur until 6/15/16, please confirm that the MES Project Implementation Flight Plan for Track 4: Pharmacy PBMS will have to be adjusted. If the previous statement was confirmed, what is the revised timeline by year/quarter for the Track 4 activities (Start, DDI, Transition, O&M)?	Flight plan dates are high level estimates. Confirmed schedule will be created during the Planning/Discovery phase of the project.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	178	N/A	After all vendor questions are answered, will the Commonwealth allow follow-up inquiries?	Acceptance of vendor inquiries will be limited to the vendor Q&A period as stated in the RFP.
PBMS	179	3.a.7.2	<p>The Contractor shall provide two hardware hosting options:</p> <p>Question: Based on the requirement to provide two hardware hosting options, does the response require 2 separate and complete Cost Proposals; one for a Contractor hosted hardware solution and another for a VITA hosted hardware solutions?</p>	Yes, Contractors shall complete and submit separate and complete price schedules (Appendix C) with their proposal for the two hardware hosting options.
PBMS	180	Appendix J.2 PBMS-PROJ-DDI-062	Will the state provide a link specifically to the statewide standard data definitions, data semantics, and harmonization strategies to which this requirement applies?	The state has adopted a Data Governance Process to identify data definitions and data standards. The definitions, semantics, and strategies are found in documentation provided in the Vendor Reference Library at the following URL: http://www.dmas.virginia.gov/Content_pgs/rfp_ven_ref_lib.aspx
PBMS	181	Appendix J.1 PBMS-TECH-023	Will the state provide a link specifically to the Commonwealth Technology Standards to which this requirement applies?	Technology standards can be reached on the VITA COV website: http://www.vita.virginia.gov/

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	182	Appendix J.1 PBMS-TECH-STND-022	Will the state provide a link specifically to the Commonwealth and Federal records retention policies and retention schedules to which this requirement applies?	COV document retention policies can be researched on the Library of VA website. Federal Retention guidelines can be found: https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/RecordsSchedule.pdf
PBMS	183	Appendix J.1 PBMS-TECH-STND-019	Will the state provide a link specifically to the Commonwealth and Federal records management policies and retention schedules to which this requirement applies?	COV retention policy can be referenced on the COV Library of VA website. Federal Retention guidelines can be found: https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/RecordsSchedule.pdf
PBMS	184	Appendix J.15 PBMS-EDI-002	Will the state clarify the reference to SSO in what seems to be the context of an automated interface? SSO typically refers to the authentication of a human user.	The authentication and authorization is handled by the ICAM solution provided by the ISS, the vendor is expected to comply with that solution to access the DMAS EDI Gateway as it relates to any permissioned or provisioned user(s) submitting transactions subject to EDI compliance or functional editing or processing (e.g. Direct Pharmacy Claim Submission through an exposed web service, Electronic Prior Authorizations (ePA) submitted through a web service where the submitter must register with the Commonwealth/DMAS).

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	185	Appendix J.PBMS- DATA-CON-024	Will the state provide the volume of reports and imaged documents that will need to be converted?	Some metrics related to the current system are available in the Vendor Reference Library.
PBMS	186	Appendix J.14 PBMS- TECH-WEB-035	Please clarify the intent of the requirement for auto call back technology as it relates to the website.	PBMS-TECH-WEB-035 will be stricken from this RFP. This deletion will be included in FMS Addendum No. 5.
PBMS	187	Evaluation Process Document	The PBMS Evaluation Form refers to Section 6, Supplier Profile. Please confirm this refers to Section 6, Contractor Profile and Key Personnel?	Section 6, Supplier Profile in the Evaluation Form refers to RFP Section 6, Contractor Profile and Key Personnel.
PBMS	188	Appendix H	Exhibits A, B, and C are reference throughout the Contract. Could VA DMAS confirm if the Exhibits A, B and C will be available to download?	The referenced Exhibits (A, B, and C), are place holders for documents to be provided by the Offerors in their proposal submission.
PBMS	189	Appendix H - Contract	Could you please confirm the Contract title? The Contract title on page 5 reference "Information Technology Solution Contract" but all other reference reads "Pharmacy Benefits Management Solution Contract". Please confirm.	The title is "Pharmacy Benefits Management Solution Contract"
PBMS	190	Appendix J.1 PBMS- TECH-STND-022	Can the Department please provide the expected retention length?	Document retention information can be researched on the Library of VA website. Federal Retention guidelines can be found: https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/RecordsSchedule.pdf

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	191	Appendix J.1 PBMS-TECH-STND-021	Can the Department please provide the policies referenced in this requirement?	Requirement refers to COV document retention policy for the destruction and storage of documents. Federal Retention guidelines can be found: https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/RecordsSchedule.pdf
PBMS	192	Appendix J.1 PBMS-TECH-STND-019	Can the Department share the policies and retention schedules referenced in this requirement?	COV document retention policies can be researched on the Library of VA website. Federal Retention guidelines can be found: https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/RecordsSchedule.pdf
PBMS	193	3.a.7.2 - hosting the solution	For the second option; Does the contractor submit separate and complete price schedules (Appendix C) with their proposal?	Yes, Contractors shall complete and submit separate and complete price schedules (Appendix C) with their proposal for the two hardware hosting options.
PBMS	194	3.a.7.3 - Security/Compliance Audit Management	It is not typical practice to allow outside entities to install tools onto our systems. Will the Department consider removing this requirement? If not, will the contractor have the opportunity to negotiate on this term?	No, the Department will not remove this requirement. This is a non-negotiable term. This requirement is to facilitate state and federal audits.

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	195	3.a.7.3 - Security/Compliance Audit Management	It is not typical practice to make security logs available to the customer for access. Would the Department consider removing this requirement of making the security logs available online, behind the front-end presentation toolset? If not, will the contractor have the opportunity to negotiate on this term?	No, the Department will not remove this requirement. This is a non-negotiable term. DMAS has encountered numerous situations where having security logs available was useful. DMAS anticipates the need to use the logs to debug connectivity issues (file transfers, etc.) between multiple vendors
PBMS	196	3.c.1.4; PBMS-PES-001 (DMAS DEFINED OPTIONS)	Can the Department clarify specifically who will need to access the provider enrollment portal? Is there an estimated number of providers that will be accessing this application?	<p>The provider portal will be accessed by prospective and currently enrolled providers. Access to this portal will also include internal DMAS users and contractor staff who also require access the portal to utilize the provider search engine.</p> <p>There are currently 1,881 participating pharmacy providers enrolled in Virginia Medicaid that will require the ability to access this portal.</p>
PBMS	197	3.a.7.3 - Security/Compliance Audit Management	At what level does the Department categorize the data that is protected by information system?	<p>Data protected is categorized in the following manner:</p> <p>Agency Confidential, Sensitive (Personal health Information, Personal Identity Information) and Non-sensitive (public).</p>

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	198	Appendix J.2; PBMS-PROJ-DDI-007	Should the contractor make assumptions when drafting the project schedule as it pertains to the project DDI and operations start dates?	The Contractor should propose an appropriate project schedule including the DDI and O&M start dates. The Contractor shall propose and document any assumptions.
PBMS	199	Appendix H - Contract	Please confirm that the performance bond amount is equal to 10% of the DDI for the start-up period, then 10% of the annualized cost of the upcoming operational year going forward each year. For illustrative purposes only, if all five operational years were \$1 million, please confirm that the performance bond would be \$100,000 to be renewed each year and not a decreasing amount based on the total remaining contract value (e.g. \$500,000 for year 1, \$400,000 for year two, etc.).	<p>The performance bond includes the Design, Development and Implementation (DDI)/Start-up period of the Contract (ending June 30th 2018) for the amount equal to 10% of the DDI fee (Implementation price), and, thereafter, a new annual (or re-issued) performance bond equal to 10% of the annual estimated contract amount covering each subsequent annual period of the Operations and Maintenance Phase of the Contract.</p> <p>Therefore, the performance bond is equal to 10% of the DDI for the start-up period, then 10% of the annualized estimated cost for each 12 month period of the Operations and Maintenance phase of the Contract.</p> <p>In the scenario provided below if an anticipated O&M value of \$1 million per year after DDI start-up, the performance bond would be \$100,000 per year.</p>

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	200	Appendix A - SLA-001	Can more detail be provided as to how 'response time' will be measured?	PBMS-SLA-001 will be modified in Addendum 5: Online user interface response time is > 4 seconds at the demarcation of the PBM vendor's public internet. Any single transaction that is > 4 seconds will fail the SLA. This SLA is measured weekly.
PBMS	201	PBMS-PROJ-DDI-013	Please describe the expected contents of this document. Different clients have different definitions of this document.	<p>Responding contractors will be required to provide a project management approach to verifying the quality of deliverables. The Quality Management Plan contains things such as:</p> <ul style="list-style-type: none"> • Quality objectives • Key project deliverables and processes to be reviewed for satisfactory quality level • Quality standards • Quality control and assurance activities • Quality roles and responsibilities • Quality tools • Plan for reporting quality control and assurance problems <p>The contractor shall provide a plan to demonstrate their ability to manage the quality of deliverables.</p>

Attachment 1
RFP 2016-06, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
PBMS	202	J.2 - PBMS-PROJ-DDI-062	Where can we find documentation identifying standard data definitions, data semantics and harmonization strategies.	The state has adopted a Data Governance Process to identify data definitions and data standards. The definitions, semantics, and strategies are found in documentation provided in the Vendor Reference Library on the DMAS website.
PBMS	203	J.26 PBMS-REB-033	Does DMAS currently use a lock box and if not would they consider moving to one?	<p>No. DMAS does not currently use a lock-box.</p> <p>DMAS will consider the use of a lockbox provided the following items are addressed in any Offeror Solution that includes a lock-box:</p> <ol style="list-style-type: none"> 1. Use of Bank Lockbox must be approved by Treasury of VA. Separate joint Bank Agreement (State and Vender) is required. 2. Predetermination and presentation of State or Vendor cost associated with the Solution.
PBMS	204	Appendix J.26 PBMS-REB-034	Will Contractor be responsible for maintaining a bank account / lockbox, on behalf of DMAS, to collect rebate payments? If not, will Contractor have access to any bank account / lockbox, maintained by DMAS or DMAS contractor, to obtain daily deposit information?	<p>Contractor will not be responsible for maintaining a bank account/lockbox, on behalf of DMAS, to collect rebate payments.</p> <p>DMAS will provide the Contractor with the ability to obtain daily deposit information.</p>